



CUSTOMER WARRANTY CLAIM FORM

Thank you for contacting Rising Edge Automation.

We're sorry you're experiencing an issue with your PLC training system.

Please complete this form with as much information as possible. The details you provide will help us investigate your warranty claim quickly and minimise any delays.

Please do not return any equipment until instructed by Rising Edge Automation.

1. Customer Details

Organisation / Company:

Contact Name:

Job Title (Optional):

Email Address:

Telephone Number:

2. Product Information

Training System

- ☐ Standard PLC Training System
- ☐ PLC Training System with Remote I/O

Product Serial Number:**Date Purchased:****Purchased From:**

- ☐ Rising Edge Automation
- ☐ Approved Distributor

Distributor Name (if applicable):**Invoice Number (Optional):**

3. Fault Details

When did the problem first occur?**What were you doing when the issue occurred?****Please describe the fault.**

Is the fault:

- ☐ Constant
- ☐ Intermittent
- ☐ Unable to reproduce

4. Before Submitting Your Claim

Please confirm the following where applicable:

- ☐ The correct power supply is being used.
- ☐ External cables and connections have been checked.
- ☐ PLC and HMI communication connections have been checked.
- ☐ The product has not been modified or repaired by anyone other than Rising Edge Automation.
- ☐ The product has been used in accordance with the supplied documentation.

5. Supporting Information

Providing supporting information often helps us resolve claims more quickly.

Please attach where possible:

- ☐ Photographs of the product

- ☐ Photographs showing the fault
- ☐ Short video demonstrating the issue
- ☐ Error message screenshots
- ☐ Purchase documentation (if requested)

6. Additional Information

Please provide any further information that may assist us in assessing your claim.

7. Declaration

I confirm that the information provided in this Warranty Claim Form is accurate to the best of my knowledge. I understand that Rising Edge Automation may request additional information or ask me to carry out basic troubleshooting before my warranty claim can be assessed.

Name

Signature

Date

What Happens Next?

Once we receive your completed Warranty Claim Form, we will:

1. Acknowledge receipt of your claim.
2. Review the information provided.
3. Contact you if any additional information or troubleshooting is required.
4. Advise whether the product needs to be returned for inspection.
5. Repair or replace the product where the fault is covered under the terms of our warranty.

Our aim is to make the warranty process as straightforward, fair and efficient as possible.

Submit Your Claim

Please email your completed form together with any supporting photographs or videos to:

support@rising-edge.co.uk

For additional support information, please visit:



www.rising-edge.co.uk/support

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